



# HUD Office of Housing Counseling Stakeholder Meeting



## Role of Intermediaries in the Housing Counseling Program

January 21, 2014



# Webinar and Conference Logistics:

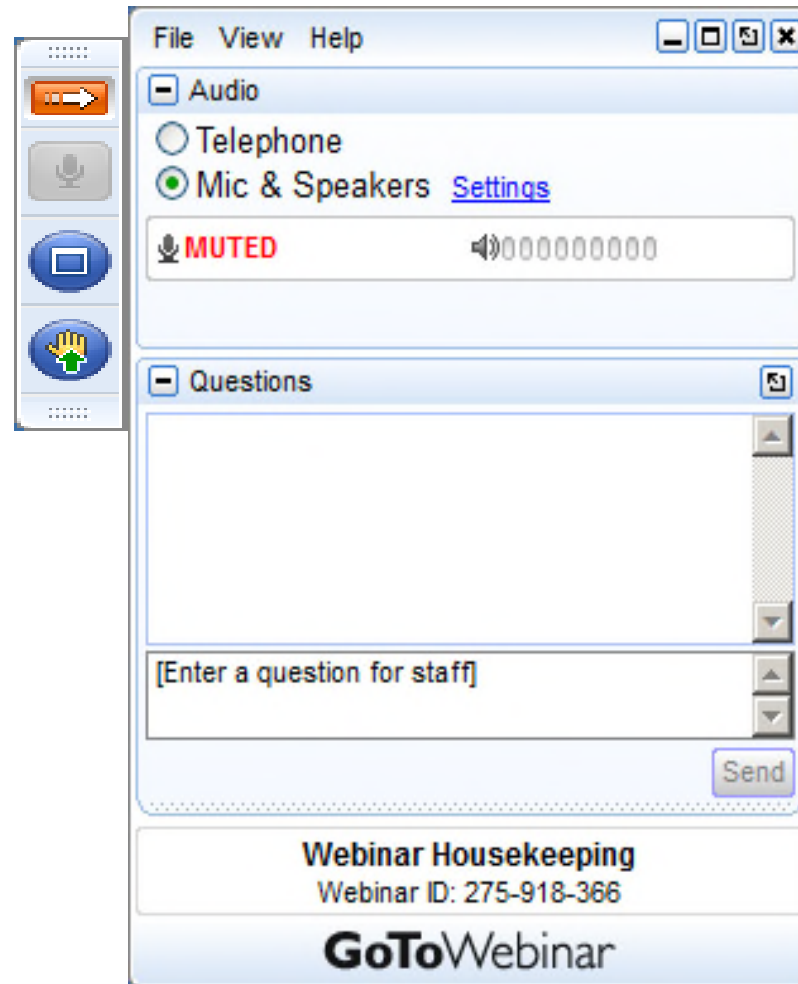
**Conference Phone Dial-in: (866) 576-7975**

**International Dial-in: (760) 569-7000**

**Access Code: 342653**

- Audio is Recording
- Attendee lines are muted during presentation
- There will be discussions and time to ask questions
  - The operator will ask for people who want to make a comment, please follow the operator's instructions at discussion and Q&A times
  - If unmuted during Q&A, please do not use a speaker phone
  - Please do not use "Hold" button if it will play music or other disruptive announcements
- Poll Questions will appear on screen

# GoToWebinar Interface:





# Welcome

## Ruth Roman

Senior Program Advisor  
Office of the Deputy Assistant Secretary  
Office of Housing Counseling



# Agenda

- Purpose of Stakeholder Meetings
- Presentation of OHC Intermediary team project proposals
- Intermediary organizations provide feedback on OHC proposals and offer other ideas for HUD assistance and support

# Stakeholder Meeting Purpose

- Provide the opportunity for communication and interaction
- Evaluate stakeholder input on program policy and procedures
- Share best practices and challenges
- Provide valuable insight for the OHC to help consumers achieve housing goals
- Provide advice to leadership of the department as it relates to housing legislation, regulation, policy development, budget, training, program evaluation and oversight



# OHC – Role of Intermediaries

**Stephanie Williams**

Housing Specialist  
Office of Policy and Grant Administration



# OHC – Role of Intermediaries

- OHC's review of Housing Counseling Program policies related to Intermediaries
- Policies re: Intermediaries and policies re: network agencies
- Programmatic compliance and financial compliance
- Clear, consistent and comprehensive guidance about HUD's expectations



# Polling Question #1

**What resources do you use for information about your role as an Intermediary?**

**Select all that apply.**

- A. Housing Counseling Program Regulation (24 C.F.R. Part 214)
- B. HUD Handbook 7610.1 REV-5
- C. Form HUD-9910
- D. Housing Counseling Grant Agreement
- E. Housing Counseling Capacity Building Toolkit

# Polling Question #2

**In which areas would you like additional guidelines?**

**Select all that apply.**

- A. Oversight and monitoring of sub-agencies
- B. Accepting new agencies into network
- C. Performance reporting requirements
- D. Other



# OHC – Role of Intermediaries

**William McKee**

Deputy Director  
Office of Policy and Grant Administration



# Sub-grantees that are also LHCAAs

- Intermediaries and State Housing Finance Agencies may have affiliates and sub-grantees that are also Local Housing Counseling Agencies (LHCAs)
- LHCAAs currently have a separate approval that is issued directly from HUD

# Polling Question #3

In FY 2013 did you have more or less sub-grantees *that are also LHCA*s than in FY 2012?

- A. More LHCA sub-grantees
- B. Less LHCA sub-grantees
- C. The same number of LHCA sub-grantees

# Discussion Question

**Are there any challenges or issues that arose by virtue of your LHCA/sub-grantees' LHCA status (as compared with your other non-LHCA sub-grantees or affiliates)?**

# Sub-grantees that are also LHCA's

- HUD often conducts performance reviews of LHCA's that are in need of a re-approval
- Intermediaries, SHFA's and MSO's are also responsible to ensure that the performance of all their sub-grantees, including both LHCA's and non-LHCA affiliates, meet all HUD Regulatory and Handbook requirements - LHCA sub-grantees are therefore monitored by HUD and their respective Intermediary, SHFA or MSO

# Sub-grantees that are also LHCAAs

- HUD is looking at how it might reduce the workload for LHCAAs associated with being monitored by both their respective parent organization and directly by HUD during the re-approval process
- HUD is also analyzing the possible role of Intermediaries, SHFAs, and MSOs in HUD's review and/or re-approval of their LHCA sub-grantees





# OHC – Role of Intermediaries

**Rhonda Rivera**

Senior Housing Program Officer  
Office of Oversight and Accountability



# OHC – Role of Intermediaries

- Intermediary's role regarding oversight and accountability
- As an organization overseeing a network of affiliates, it is required you provide training, technical assistance and supportive services
- HUD 9910 – Performance Review protocol
- HUD 9910I – New Performance Review protocol for intermediary organizations.

# Polling Question #4

**What are your top challenges in managing your network?  
Select all that apply.**

- A. Training
- B. Quality Control Plan
- C. Monitoring
- D. Record Keeping
- E. Executing sub agreements
- F. Establishing policy on sub-allocating funds
- G. Measuring accomplishments

# Discussion Question

**What would you like to see OHC do, create, or offer that will assist with the challenges of supporting a network of housing counseling agencies that provide quality services to consumers?**



# OHC – Role of Intermediaries

**Jerrold Mayer**

Director

Office of Outreach and Capacity Building



# OHC – Role of Intermediaries

Exploring 24 C.F.R. 214 definitions of housing counseling organizations driven by -

- Changes in industry and NOFA process
- Designation of “Local” HCA no longer applicable under OHC structure – not HOC driven



# OHC – Role of Intermediaries

**Judy Ayers Britton**

Housing Specialist

Office of Outreach and Capacity Building



# Working with Coalitions

- Working with agencies not approved by HUD
- Office of Housing Counseling's goal
- Outreach to coalitions
- Responses





# Concluding Remarks

## Ruth Roman

Senior Program Advisor  
Office of the Deputy Assistant Secretary  
Office of Housing Counseling



# Closing Discussion

**Any comments about today's topics or any other topics?**

- Evaluation survey will launch after the webinar
- Attendees will receive follow up email with survey link

# For More Information

Office of Housing Counseling web page:  
[www.hud.gov/housingcounseling](http://www.hud.gov/housingcounseling)

Email questions or comments:  
[housing.counseling@hud.gov](mailto:housing.counseling@hud.gov)